

September/October 2021

# LIGHT Reading

## PAYMENT ASSISTANCE PROGRAMS ARE AVAILABLE

The impact of the pandemic continues to create significant financial hardships for our customers. City Light is committed to ensuring all customers have access to clean energy, no matter their income. Here are some of the financial assistance programs available through City Light to help ease the burden during this time.

### Immediate, Emergency Electricity Bill Assistance

Through December 31, 2021, we're offering income-eligible customers up to two electricity bill assistance payments (as much as \$500 per payment). Visit [seattle.gov/city-light/paymentassistance](https://seattle.gov/city-light/paymentassistance) to see if your household qualifies.

### Utility Discount Program

In the Utility Discount Program, income-qualified residential customers receive 60% off their Seattle City Light bills and 50% off their Seattle Public Utilities bills. To find out if you are eligible for this program, visit [seattle.gov/UDP](https://seattle.gov/UDP).

### Payment Plans

Seattle City Light customers can now initiate a payment plan after logging into their account on the utility services website. You can choose to pay your electric bill biweekly or monthly, the date of your first payment, payment duration and the initial down payment when you set up your plan. You will receive an email with the details of your payment plan once the setup process is complete. Sign up for your account on the utility services website at [myutilities.seattle.gov](https://myutilities.seattle.gov) today.

## SUPPORT CLEAN ENERGY WITH GREEN UP

Green Up is a voluntary renewable energy program that allows you to support Pacific Northwest wind, solar and other renewable energy projects. You also help us fund rooftop solar projects hosted by not-for-profits like schools, parks and affordable housing organizations. Learn more at [seattle.gov/city-light/GULR](https://seattle.gov/city-light/GULR).



Seattle City Light

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## SCAMMERS ARE AT IT AGAIN!

We continue to receive a high volume of reports of scammers calling customers demanding payment. We've also received reports of scammers requiring payment through third-party payment applications. If someone calls you demanding payment rather than seeking to work with you to establish a payment plan, that person is a scammer. Hang up on them right away and call (206) 684-3000 to verify your account.

## OUR 2022-2026 STRATEGIC PLAN IS NOW AVAILABLE

The Seattle City Council approved our 2022-2026 Strategic Plan in July. The business strategies identified in the plan will help City Light achieve our vision and continue to serve our customers over the next five years. You can view the plan on our website: [seattle.gov/city-light/strategic-plan](https://seattle.gov/city-light/strategic-plan).

## PLANT A TREE!

National Arbor Day falls on the first Friday in April and is typically celebrated by planting trees. April is too close to our annual summer drought in the Pacific Northwest and not an ideal time to plant. This fall, plant a tree on your own! Just remember to pick the right tree for the right place, specifically trees approved for planting near wires. Learn more about tree planting and tree trimming on the Trees for Seattle website: [seattle.gov/trees](https://seattle.gov/trees).



## AT WORK in your neighborhood

**City Light crews are in these neighborhoods, working to provide reliable service:**

**Arroyo/South Arbor Heights:** installing underground cables and streetlights

**Belltown:** system upgrades on 2nd Avenue and Battery Street

**Brace Point/Endolyne:** installing underground conduits, vaults and streetlights

**Magnolia:** repairing underground cables near Constance Drive West

**Service Territory:** replacing aging utility poles to enhance safety and reliability

**South Lake Union:** building upgrades at the Denny Substation and civil improvements on Thomas Street

This is a partial list. For details go to [seattle.gov/city-light/current-projects](https://seattle.gov/city-light/current-projects) to access our map and learn about individual projects.



## SAFETY TIP FROM THE FIELD

Fall storms sometimes lead to downed power lines. If you see a power line on the ground, always assume it is electrified. Stay at least 20 feet away and call 911.



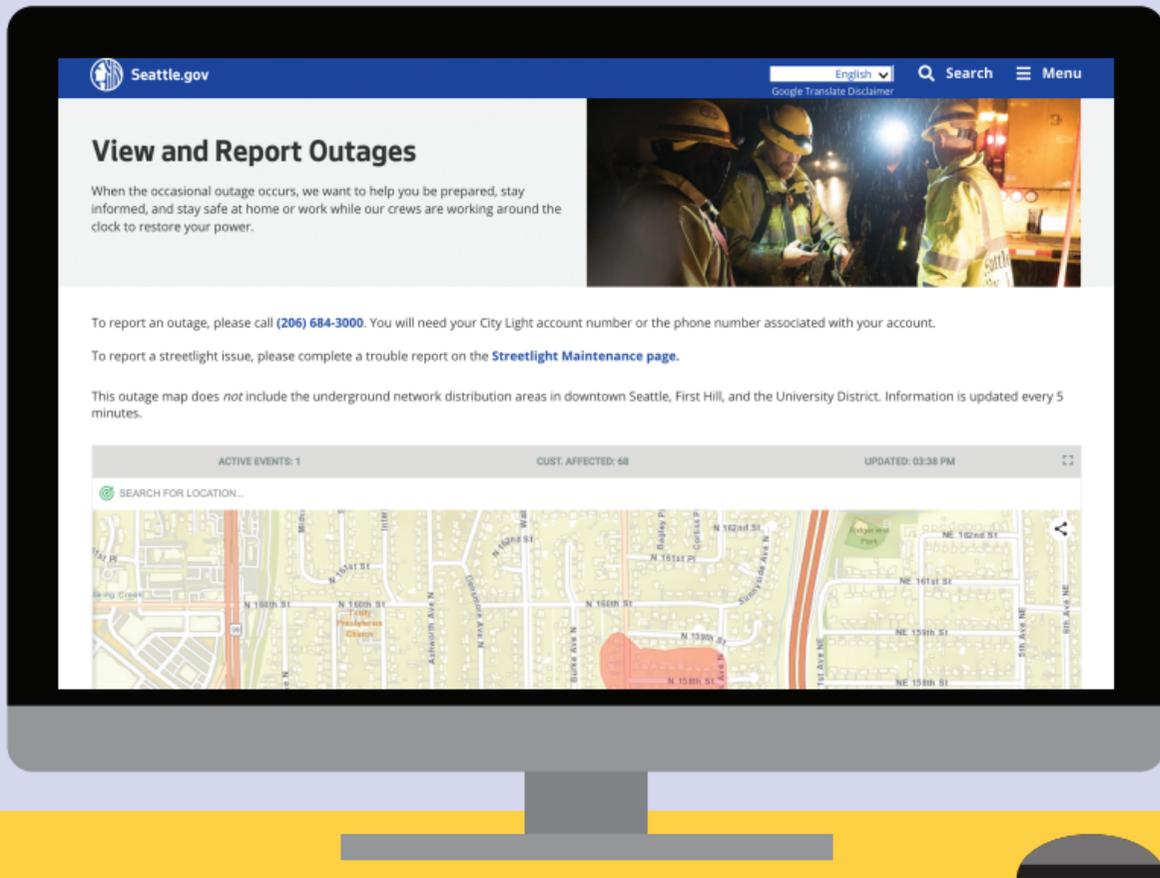
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Questions, comments or suggestions? Call **(206) 684-3000**.  
Email us at [SCL\\_ExternalComms@seattle.gov](mailto:SCL_ExternalComms@seattle.gov)

Newsletter available in Spanish, Vietnamese, Chinese, Somali, Tagalog and Korean online or call **(206) 684-3000**.



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# STAY INFORMED WHEN YOUR POWER GOES OUT



For updates, visit:  
[seattle.gov/city-light/outages](https://seattle.gov/city-light/outages)



Seattle City Light



# A NEW WAY TO GIVE TO PROJECT SHARE

Right now, many people in our community are struggling to pay their electricity bill. Donating to Project Share can help.

No one should go without power. If you are able, please consider donating to Project Share. Your tax-deductible donation will help people in your community maintain essential electricity services. It's easy – donate online, add on to your bill, or send a check.

**Learn more and donate today. [seattle.gov/city-light/donate](https://seattle.gov/city-light/donate)**

Need assistance yourself? Learn more and apply for assistance today. [seattle.gov/city-light/paymentassistance](https://seattle.gov/city-light/paymentassistance)



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